Posted 05/25/2023 Start Rate: \$19.54



# Administrative Assistant II

**Grant County's Child Support Office** is recruiting for an Administrative Assistant II. This position assists with case/financial management and provides customer service regarding child support matters and program information.

### **Minimum Qualifications**

#### Education:

- Associate's degree with an emphasis on business skills, secretarial science or accounting
- 2. Computer hardware and software training required

## Experience:

- 1. Minimum of two years' experience in providing bookkeeping and office support
- 2. Experience using Microsoft Word, Excel, and database management

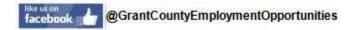
Note: Equivalent combinations of job related education and experience may be considered

**How to Apply:** A <u>Grant County application for employment</u> and job description may be obtained at <u>www.co.grant.wi.gov</u> or by contacting the Grant County Personnel Department (608)723-2540. **Letter of interest, resume, and Grant County Application are required.** Applications will be accepted until filled at:

## **Grant County Personnel**

111 S. Jefferson St. PO Box 529 Lancaster WI 53813

This is an **Affirmative Action/Equal Employment Opportunity employer** (AA/EEO). All qualified applicants are encouraged to apply including minorities, veterans, women, and persons with work related limitations.



#### **GRANT COUNTY JOB DESCRIPTION**

TITLE: Administrative Assistant II

**DEPARTMENT/AGENCY:** Child Support Agency

**IMMEDIATE SUPERVISOR:** Child Support Administrator

PAY RANGE: Grant County; Grade F

**FLSA:** Non-exempt

## NATURE OF WORK

This position assists with case/financial management and provides customer service regarding child support matters and program information.

## MINIMUM QUALIFICATIONS

#### Education:

3. Associate's degree with an emphasis on business skills, secretarial science or accounting

4. Computer hardware and software training required

## Experience:

3. Minimum of two years' experience in providing bookkeeping and office support

4. Experience using Microsoft Word, Excel, and database management

Note: Equivalent combinations of job related education and experience may be considered

## Knowledge, Skills and Abilities:

- 1. Knowledge of office methods, practices and procedures
- 2. Knowledge in databases and relevant software including Microsoft Word and Excel
- 3. Ability to understand double-entry bookkeeping
- 4. Ability to work independently and with little supervision
- 5. Ability to perform financial account audits and mathematical computations
- 6. Knowledge of legal terminology and legal documents
- 7. Skill in organization and prioritization
- 8. Ability to maintain confidentiality
- 9. Ability to work effectively and harmoniously with the public, staff, attorneys, court officials, law enforcement and other governmental/contracted service agencies in a clear, concise, and tactful manner

## **ESSENTIAL FUNCTIONS**

Under general direction from Administrator, Investigators or Child Support Specialists:

- Provide a complexity of customer service including the scheduling and/or rescheduling of appointments and the entry of scheduled court hearings. All customer contacts to be documented in the KIDS system.
- 2. Provide financial record integrity by performing financial case audits using KIDSTAR and excel spreadsheets when necessary to reconcile case accounts with the KIDS financial system and perform documented adjustments as needed for accuracy
- 3. Perform adjustments allocating and distributing suspended child support payments to proper accounts for Grant County and contracted service agencies in accordance with state policy and federal hierarchy
- 4. Receive and record court ordered payments for forwarding to WI SCTF

- 5. Create electronic case management records for NIVD cases and court ordered financial management records in all cases, adding, updating and maintaining those records with all reported or located changes daily and those changes reported per Wisconsin Statutes as they occur. Solicit necessary and relevant information from customers and other relevant sources as necessary in NIVD cases.
- 6. Prepare and process employer notifications for income withholding, unemployment compensation withholding or workers compensation withholding in accordance with Wisconsin Statutes and initiate early intervention if non-compliance
- 7. Provide technical expertise to contracted service agencies as needed
- 8. Schedule and reschedule meetings, appointments, court hearings and genetic testing
- 9. Coordinate with other departments, cooperative agencies and contracted service agencies good working relationships and provide technical expertise per contract provisions or as needed
- 10. Attend state and local training sessions as required per state/county contract and IRS safeguards
- 11. Process monthly reports assigned by Administrator for reviewing performance
- 12. Monitor CCAP filings for Divorce/Separation and ongoing status until closure documenting stages in KIDS
- 13. Compose freeform letters and legal documents as needed from both direct and indirect instruction
- 14. Prepare agency vouchers for payment, agency revenue for depositing, monthly SPARC reporting for county expenditure reimbursement and assist in annual reporting and budgeting process
- 15. Perform general office clerical tasks
- 16. Perform such other duties as may be assigned

# SUPERVISION RECEIVED

General and specific assignments are received and work is performed according to prescribed methods and procedures

## SUPERVISION EXERCISED

None

# **ENVIRONMENTAL FACTORS**

Works in a general office setting with extensive computer work

## **CLOSING STATEMENT**

This description has been prepared to assist in evaluating duties, responsibilities and skills of this position. It is not intended as a complete list of specific responsibilities and duties, nor is it intended to limit duties to those listed. It is understood that the supervisor has the right to assign, direct, and modify duties and responsibilities.

01-01-2018